

Q How will I know my EBT balance?

A You can check the balance by viewing your last receipt, by calling the Customer Service Helpline at 1-800-947-6600, or by going online at: www.ebtaccount.jpmorgan.com.

Q What if the store does not have an EBT machine or the EBT machine is not working?

A Some stores do accept EBT but do not have a machine for you to enter your PIN. Give the clerk your Dakota EBT card and sign a voucher for the dollar amount of your purchase. Do not tell them your PIN. During short-term telephone and electrical outages, manual vouchers will be limited to \$40 until power is restored. Paper vouchers will not show your current balance. Remember to subtract the amount of these purchases from your previous balance.

Q How do I take care of my Dakota EBT card?

A Keep your Dakota EBT card safe, clean and in its holder. Do not bend your Dakota EBT card and never tell your PIN to anyone. If your card is visibly damaged or you continually have problems at the store with the card not working, contact the Sales Tax on Food Refund Program at 1-866-674-0543 to get a replacement card.

Q What should I do if I lose my Dakota EBT card?

A If your Dakota EBT card is lost, stolen or damaged, immediately call the Customer Service Helpline at 1-800-947-6600 to report it. Contact the Sales Tax on Food Refund Program at 1-866-674-0543 to obtain a replacement card.

Q How long will it take to get a new Dakota EBT card?

A It may take up to **3 business days** to get a replacement card, so keep it safe.

Q What if my card won't work?

A If your card doesn't work or you get an error message you don't understand, call the Customer Service Helpline at 1-800-947-6600.

Q How often do I need to use my card? Will my Sales Tax on Food Refund Program balance carry over from month to month?

A You should use your Dakota EBT card at least **once every 30 days** to keep your account active. If you do not access your account in 180 days, the account will be “frozen” and you will need to contact the Sales Tax on Food Refund Program at 1-866-674-0543 before you can use your Sales Tax on Food Refund Program benefits. Any refund amount that has not been spent within 365 days will be removed from the account and cannot be replaced.

Errors on Your EBT Account

Errors on your EBT account do not happen often, but can occur. If you notice an error, call the Customer Service Helpline at 1-800-947-6600 within 90 days to report the problem.

The Dakota EBT State Office is notified daily if a retailer requests a debit adjustment against your EBT account. If this happens, the Dakota EBT State Office will send you a notice with the details of the adjustment the next working day. You have 15 calendar days from the date on the notice to request a fair hearing if you disagree with the adjustment.

If no fair hearing request is received within 15 calendar days, an adjustment will be processed to debit your EBT account. If the full adjustment amount is not available in your EBT account, the adjustment will be attempted on a daily basis until the adjustment is completed or until the end of the following calendar month.

If you request a fair hearing within the 15 calendar days allowed, no action will be taken until after the fair hearing decision has been made. If the fair hearing decision is not in your favor, an adjustment will be processed against your EBT account.

Fair Hearings

If you disagree with a decision we have made concerning your EBT account, you have the right to request a fair hearing. A fair hearing must be requested within 90 days of the date of the action taken with which you disagree. To request a fair hearing, contact Dakota EBT at (605) 773-3586 or the Office of Administrative Hearings at (605) 773-6851. You can also write the offices at 700 Governors Drive, Pierre, SD 57501.

Contact Information

Customer Service Helpline: 1-800-947-6600

Sales Tax on Food Refund Program:
(605) 773-4105 or toll-free 1-866-674-0543

Dakota EBT State Office: (605) 773-3586

Administrative Hearings: (605) 773-6851

Dakota EBT: www.dss.sd.gov/dakotaEBT

Sales Tax on Food Refund Program:
www.dss.sd.gov/ea/salestaxonfood

Department of Social Services: www.dss.sd.gov

State of South Dakota: www.state.sd.us

South Dakota



Sales Tax on Food Refund Card

**South Dakota
Department of Social Services**

**Customer Service Helpline
1-800-947-6600**

Sales Tax on Food Refund Card

In this brochure you will find information about the South Dakota Sales Tax on Food Refund Program and the Dakota EBT Program. This brochure will answer many of your questions and tell you who to contact if you need help. Please keep this brochure in a safe place and refer to it when you have questions.

EBT Questions and Answers

Q What is EBT?

A Electronic Benefits Transfer, or **EBT**, is the way you receive and use your sales tax on food refund benefits in South Dakota.

Q How do I get my Sales Tax on Food Refund Program benefits with EBT?

A Your refund is deposited into your EBT account, much like a bank account. You can spend your refund by using your Dakota EBT card and Personal Identification Number (PIN). You will receive a notice from a Department of Social Services (DSS) caseworker telling you when your refund benefits will be available in your EBT account.

Q What does my card look like?

A The card is a gold plastic card (see front cover) with your card number and a place for your signature on the back.

Q Where can I shop with EBT?

A Most **food retailers and convenience stores** accept EBT. Authorized retailers display a decal on the door that looks like your card.

Q How do I use my Dakota EBT card?

A Follow these steps for proper usage of your Dakota EBT card.

Step 1:

Before you shop, check your balance by calling the Customer Service Helpline at 1-800-947-6600 or viewing your account online at www.ebtaccount.jpmorgan.com. This balance will be the most you can spend.

Step 2:

Choose your groceries and go to an EBT check-out lane. (Lanes equipped to accept the Dakota EBT card will have the EBT decal displayed.)

Step 3:

Either hand your Dakota EBT card to the clerk/cashier or slide the card through the machine.

Step 4:

Enter your 4-digit secret PIN on the key pad. The machine will show (****). Do **NOT** give the clerk your PIN number.

Step 5:

Press the Enter key.

Step 6:

You will get a receipt showing your EBT card number, store location, date/time of purchase, purchase amount, and your remaining balance.

Step 7:

Make sure the purchase amount is correct.

Step 8:

Keep your receipt so you will have your new balance.

Q What can I purchase with my Dakota EBT card?

A You **CAN** buy: breads, cereals, fruits, vegetables, meats, fish, poultry, dairy products, and seeds and plants which produce food.

You **CANNOT** buy: beer, wine, liquor, cigarettes, tobacco, any nonfood item, pet foods, soaps, paper products, household supplies, vitamins, medicines, food that will be eaten in the store or hot foods prepared to eat immediately.

Q What is a PIN?

A A PIN, or Personal Identification Number, is the secret code you will select when you receive your Dakota EBT card. The PIN acts as your signature or authorization.

Q How do I select my PIN number?

A Instructions were provided in the letter mailed with your EBT card. You can choose your PIN by going online at www.ebtaaccount.jpmorgan.com or by calling the Customer Service Helpline at 1-800-947-6600. To select your PIN over the telephone follow the steps listed below:

•For assistance in English, press 1.

•Enter your 16-digit card number.

•You will hear your balance information. When prompted, press 3 for PIN selection or replacement.

•Enter or speak the applicant's six-digit date of birth in month, day and year order.

•Enter or speak the applicant's nine-digit Social Security number.

•Enter or speak the four digits that you would like to use as your PIN number.

•Re-enter or re-speak the same four digits to verify your new PIN number.

•Your PIN is now selected and is effective immediately.

Q What if I forget or need to change my PIN?

A If you enter the wrong PIN, you have two more chances that day to enter the correct PIN. If the correct PIN is not entered on the third try, the card is "locked" until the next day. If you cannot remember your PIN, think someone else knows it, or need to change your PIN, contact the Customer Service Helpline at 1-800-947-6600. You may contact the Sales Tax on Food Refund Program at 1-866-674-0543 for assistance.

Q What will my receipt look like?

A Your receipt will look similar to the receipt below.

DAKOTA EBT

STORE NAME
ADDRESS
CITY, ST ZIP
STORE PHONE

RETAILER: 111222333444 001
DATE: 10/18/00 08:14:17
REF NO.: 139004 068
TRACE NO.: DEMO - 8
ACCT NO.: 0000000000
AUTH NO.: DEMO - 8
CLERK: 0007

PURCHASE \$ 85.00

YOUR AVAILABLE BALANCE
\$145.00

FOR CLIENT ASSISTANCE, CALL 1-800-947-6600